



# Zebra GK420d Printhead Replacement

Replace your thermal printhead when cleaning is not enough.

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## INTRODUCTION

To replace the printhead, we will open the lid, disconnect the printhead and remove the retaining spring.



### TOOLS:

- [Phillips #1 Screwdriver](#) (1)
- [Metal Spudger](#) (1)



### PARTS:

- [Thermal Printhead](#) (1)
- 4-Inch

## Step 1 — Open The Lid



- Release Side Tabs.
- Remove any media

**i** Note: You can turn the light blue gear to force the spindle arms to remain apart, that way you don't have to hold them.

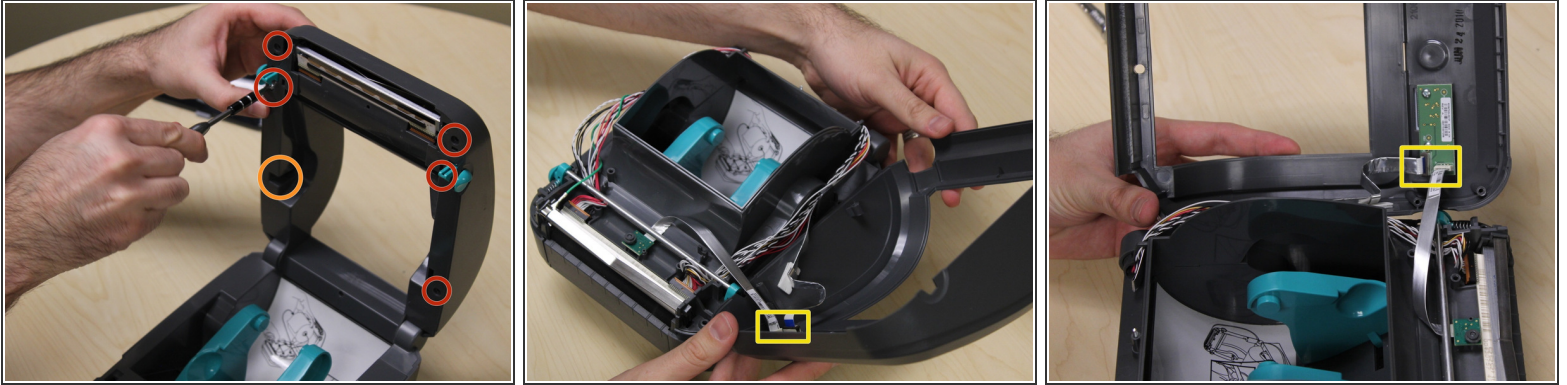
## Step 2 — Remove the plastic guard.



- Loosen the captured Phillips screw to release the guard.
- Close the lid and slide the guard toward the back of the printer to free it.

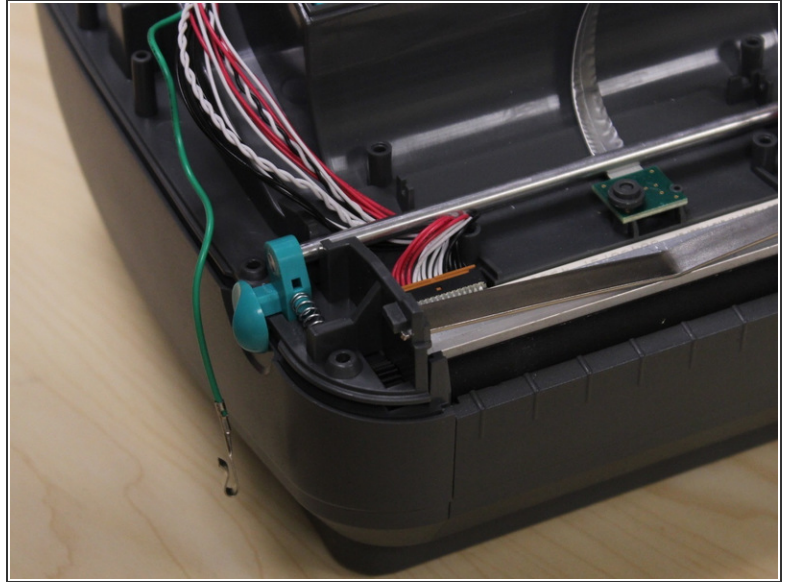
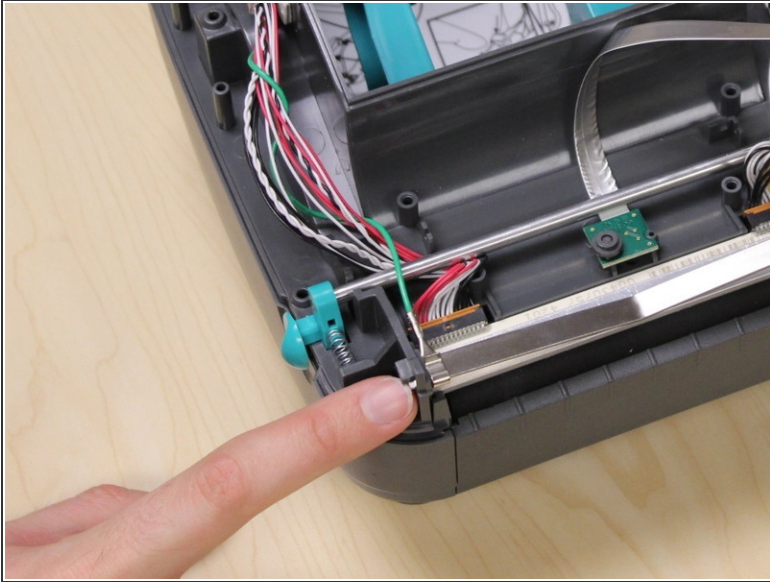


### Step 3 — Remove the top cover of the lid.



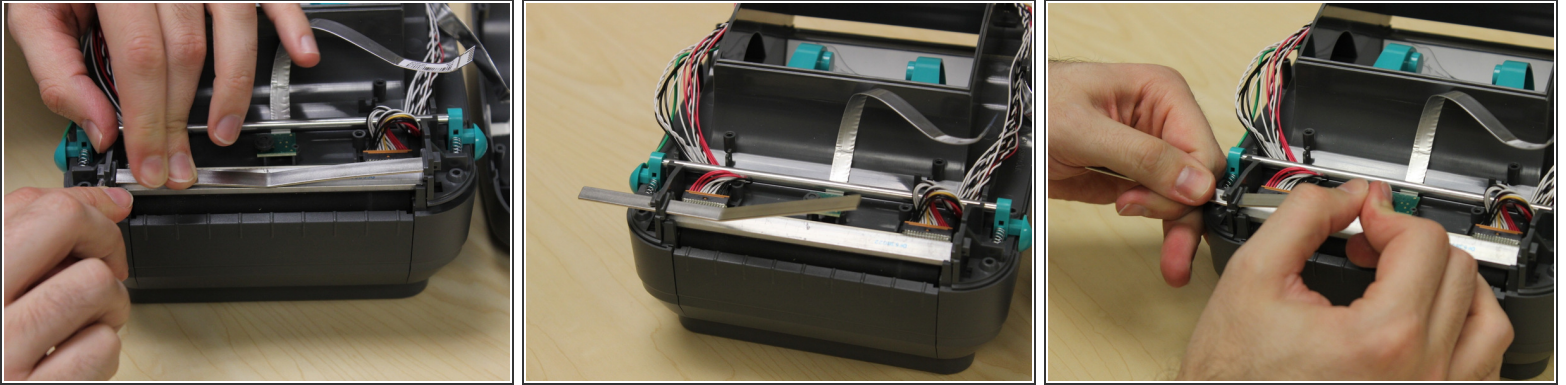
- Remove the 5 Phillips Screws.
  - Remove the recessed Phillips Screw. It may not be possible to use a driver to remove this screw.
  - Gently unplug the two ribbon cables attached to the underside of the lid cover.
- ⚠ Note which direction the contacts on the ribbon cables are facing for reassembly.
- ⓘ If there is enough slack on the ribbon cable traveling down the side of the printer, it is not necessary to unplug it. The lid may rest next to the printer.

## Step 4 — Remove the grounding cable





- Slide the grounding cable hook toward the front of the printer to release it from the retaining spring.
- Thread the grounding cable away from the printhead and the lid latches.

## Step 5 — Release the retaining spring.



- Apply downward pressure on the retaining spring.
- Use a spudger to release the plastic tab holding in the retaining spring.
- Once the edge of the retaining spring has cleared the plastic tab, you can slide the retaining spring out of the printer.

 The retaining spring can only be removed out of one side of the printer.

 Clearing the plastic tab holding the retaining spring in place requires a fair bit of force and coordination. It is possible to damage the plastic tab.

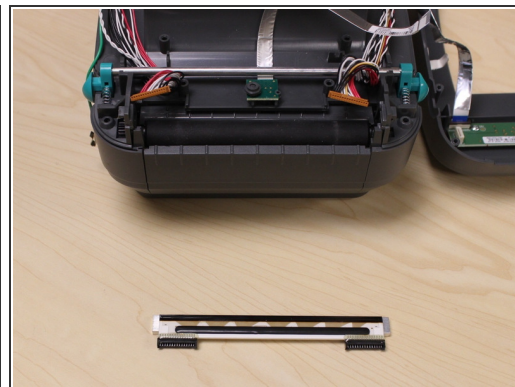
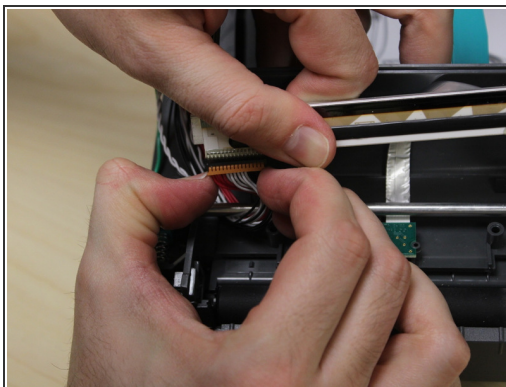
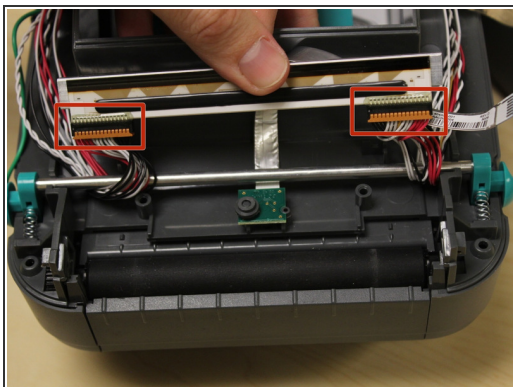
## Step 6 — Loosen the printhead




- Press the plastic tab holding the printhead in place.
- Once the edge of the printhead is clear of the plastic tab, you can pull it away from the lid to give yourself more room.



## Step 7 — Unplug the printhead.



- Gently remove the two cables on each end of the printhead.

 It may be helpful to have the lid closed and latched during this step.

To reassemble your device, follow these instructions in reverse order.

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